



An intelligent Shared Service Centre for a strategy-focused future

Take5 People helps Sonepar Group build
HR Shared Service Centre in Asia



Company Overview

Sonepar is an independent family-owned company with global market leadership in B-to-B distribution of electrical products, solutions and related services. The group owns a dense network of 145 operating companies, spanning 48 countries and 5 continents.



Business Challenges

Sonepar Group's operating companies in Asia have been managing their HR operation independently for a long time. In terms of payroll management, each company has adopted different processes and procedures, causing high communication costs when maintaining in country/region's policies and regulations, and employee's personnel information. Core HR and leave management has also been handled independently by each company. This results in scattered information which increases the complexity of data analysis, making it hard to provide timely and reliable information for the enterprise's development plans.

Rapid growth has required Sonepar to come up with a comprehensive solution for regional HR management with a special focus on payroll, including processes such as salary adjustment, commission and bonus calculation, headcount budgets as well as streamlined data integration with SuccessFactors. This new digital technology is expected to improve workforce management and planning, allowing the enterprise to focus on strategic decision-making.



Solution & Implementation

As a result of Sonepar's development strategy, Take5 People has implemented a Human Resources shared service cloud platform covering multiple countries/regions in Asia. The project was divided into 3 phases. The first phase being Mainland China, the second for Hong Kong and Macao Special Administrative Region, and the third for Singapore, Malaysia and Thailand. The total implementation duration was close to 1 year.

Building HR Shared Service Centre, improving data management capabilities

One of the most critical tasks of this project was to build a cross-regional HR Shared Service Centre for Sonepar to realize timely, accurate and consistent HR Management across its Asia locations, whilst taking into account the different practices in each local operation. Take5 People provides various operating modes for core HR management and streamlines employee onboarding, transfer and exiting processes. Customisable system features such as approval workflow, user defined input forms, notifications and reminders ensure the comprehensiveness and accuracy of HR data maintenance and management.

Coping with the compliance challenges of the cross-regional payroll

Statutory compliance is undoubtedly one of the most critical challenges in cross-regional payroll management. The system setup for compensation, benefits and taxation in each country/region

has to be fully compliant with the local government's regulations. Utilizing Take5 People's local implementation services and regional project management, Take5 People has implemented a cross-regional payroll platform for Sonepar that is fully compliant with local regulations. Through the user configuration of payroll items and calculation logic, the solution ensures that the leave, overtime, bonus, salary adjustments and other relevant information is automatically integrated with the payroll module, thus reducing unnecessary manual work by end users.

Diversified leave management modes

Due to the Sonepar's multi-regional business model, the diversity of HR policies and differences in approval procedures increases the complexity of leave management. Whilst standardizing the leave policies and procedures across the region, the new leave module is also configured to meet the specific requirements of each operating company. The system maintains the leave balance including year-end carry forward, overtime transferred to leave and other requirements depending on local policies. Leave application and approval rules are based on company, organization, and specific group requirements.

Realizing the cross-regional approval process

The greatest challenge of cross-regional approval process lies in employee cross-regional reporting lines and the differences in regional regulations. During the implementation, Take5 People configured the workflow for various processes including onboarding, transfers, exiting, overtime, leave, contract renewal, monthly, quarterly and yearly bonus, helping Sonepar achieve process standardization and cross-regional manager authorization. Dozens of processes were set-up to meet Sonepar's complex approval patterns and combination rules.

Fully implementing employee self-service

Employee self-service simplifies many HR processes, reduces HR's workloads and most importantly, it improves employee experience. Take5 People provides Sonepar with a self-service platform accessed through web and mobile apps depending on requirements. Employee self-service provides remote management for leave, overtime and all the other relevant employee workflow requirements. File sharing is added functionality for dissemination of certified and any other key documentation.



Project Benefits

Through the implementation of Take5 People's comprehensive HR and Payroll solution, the Sonepar Group now has a new single platform to support its complete HR requirements for its Asian operating companies located in Mainland China, Hong Kong and Macao special Administrative Region, Singapore, Malaysia and Thailand, which includes a total of more than 1300 employees. As a result, Sonepar has successfully met its objectives of establishing a fully functional HR Shared Service Centre in each operating company which now facilitates the standardization of HR policies and processes.

This new system is fully integrated to other applications including SuccessFactors and by utilizing a single database, all employee profile information is standardized including the employee related processes such as onboarding, transfers, exiting, salary adjustments and bonus distribution. By having this one common payroll management system, Sonepar has achieved the objective of having standardized payroll calculation process for all countries and regions. The benefits are significant as the Group is able to greatly improve the HR team's working efficiency, thus saving on communication, labour and other infrastructure related costs.

Take5 People's cloud solution for all core HR and Payroll related processes has helped Sonepar fully digitize all areas such as social security, individual income tax, overtime, and leave, whilst ensuring full compliance with local laws and regulations for each country/region.

Through the implementation of Employee Self Service functions and use of the cloud platform and Mobile Apps, processes such as leave and overtime application and approval are more convenient and user friendly for employees and supervisors, whilst freeing up HR personnel from the administration of these areas.

As part of the implementation, the Take5 People system was customized in some areas to suit some of Sonepar Group's unique requirements. One such area was the pre-application for overtime to minimize the impact of the new system and ensure precise control of the cost of overtime. Other customization areas included the creation and uploading of financial data to Sonepar's ERP system which ensures the accuracy of the data and reduces the need for manual data input, thus freeing up workforce needed for these tasks.



"Take5 People's project team has been professional and responsive during the implementation, and always tried their best to meet our requirements. They helped us transfer our original processes in Asia from offline to online, and successfully build our HR Shared Service Centre."

— Zach Zhou,
HRIS Manager, Asia Pacific at Sonepar

"Thanks to Take5 People's professional implementation team and strong payroll calculation system, our HR team is now free from a large amount of tedious logistic work and they can devote their limited energy to more valuable work. The HR service quality and employee satisfaction in the whole region is improved as well."

— Regina MOK,
Vice President, Human Resources,
Asia Pacific at Sonepar

About Take5 People



Take5 People focuses on the digitalisation of human resource management processes and provides comprehensive HR, Payroll and related software solutions that manage the entire employee life cycle from recruitment to retirement. Making full use of the latest generation of internet and mobile technology, Take5 People provides cross-regional, highly scalable and configurable solutions to support all HR operational and statutory compliance requirements for enterprises in various countries and industries. Take5 People has an Asian presence with Greater China offices in Shanghai, Hong Kong and Taipei, and a South East Asia presence in Singapore and Kuala Lumpur.

For more details, please visit: www.take5people.com

Shanghai +86 21 6386 0132
Taipei +886 2 7707 4768
Hong Kong +852 3462 2073

Kuala Lumpur +603 2726 2402
Singapore +65 9772 0580

in Take5 People
f @take5people

 take5people.com
 enquiry@take5people.com